Proctored Exams – Instructions to the Student

Every undergraduate student at University of the People ("UoPeople") must take proctored exams (an exam under the supervision of a proctor) prior to graduation. Students that are taking a course that has a proctored exam must take a proctored exam. A student cannot graduate unless all required proctored exams are successfully completed.

You may choose either an 'offline' proctor free of charge or an online proctoring service where you may take your exams online at home, using a webcam and a reliable high-speed internet connection. If you intend on using the online proctoring services, you will need to sign up at the ProctorU website and create an account here: https://www.proctoru.com/portal/uopeople

All procedures and instructions regarding proctored exams ("The Proctor Process") are listed herein. Students are strongly encouraged to carefully read and follow the Proctor Process in order to avoid any misunderstandings.

The Proctor Process – Summary

1. Students who have chosen to use an offline proctor are required to choose a proctor who meets all of The UoPeople proctor requirements.

2. Students must coordinate with their proctor the date, time and location of the proctored exam. If you intend to use online proctoring services (ProctorU), you must create an account in ProctorU. Scheduling the exam with ProctorU can be done at the beginning of the term, where you will be able to view the exams on the ProctorU website.

3. The proctored exam will take place during the final exam period outlined in the University Academic Calendar.

4. Prior to starting the proctored exam, students must present to the proctor a government-issued ID, which will be used to identify the student.

5. Once and only if the student is identified, the proctor will be required to enter a code into the Virtual Learning Environment in order to access the exam. The code will be provided to the proctor by Student Services prior to the beginning of the exam.

6. All University general policies and Academic Code of Conduct specifically applies to proctored exams.

7. Students that do not take the proctored exam, for any reason whatsoever; will be subject to a 0.00 in the course, as outlined in the University catalog.

UoPeople highly advises all students to review the proctor FAQs on the Student Portal regarding the Proctor Process.

The Proctor (Process) – In Detail

1. It is the Student's sole responsibility to choose a proctor. A proctor must meet the following requirements:

    1.1. Be at least 21 years old.
    1.2. Be a reputable person of integrity (e.g. local official, a supervisor at work, religious figure, etc.)
    1.3. Cannot be a relative of the student, a student at UoPeople or an applicant.
    1.4. Cannot have a conflict of interest or have any vested interest in the student's grade or performance on his/her exam.
    1.5. Must have adequate and reliable access to the Internet, including email services.

2. When choosing offline proctor, students are strictly prohibited from offering the proctor any payment or another benefit in return for the proctor's willingness to supervise the exam.

3. Students must identify a proctor during online registration for courses that require a proctor by entering the following information:

    3.1. First and last name.
    3.2. Email address.
    3.3. Contact information (telephone number and place of residence).
    3.4. Occupation

If you decide to use ProctorU services, click on "ProctorU" from the list, the details have already been added to our system.
Students should take note that ProctorU is a paid service and prices for exams will only be given after the student has created an account on the ProctorU website.

4. It is the student's sole responsibility to inform the Office of Student Services of any changes to the proctor's contact information.

5. UoPeople has the right to contact the proctor directly in order to validate his/her identity and to assure that he/she meets all the requirements. If UoPeople rejects a proctor, the student will be notified accordingly, and it will be the student's sole responsibility to provide another proctor.

6. Rejecting a proctor is at the sole discretion of UoPeople. The university has no obligation to provide reasoning for the decision.

7. It is the student's sole responsibility to make sure that his/her proctor is available during the final exam period. A scheduling problem with the proctor will not be considered a legitimate reason for extending the exam period or to request a makeup exam. UoPeople will send the proctor a reminder a few days before the exam.

8. It is the student's sole responsibility to coordinate with his/her proctors the date, time and location in which the proctored exam will take place. A student will not be allowed to start a proctored exam without the presence of the proctor.

9. The final exam period starts on Thursday, week 9 of the term at 00:05 and ends the following Sunday at23:55 UoPeople time (GMT-5 time zone). The proctored exam must be taken within this time period.

10. It is the student's sole responsibility to have all necessary means required for taking the proctored exam (e.g. a computer with internet access).

11. The proctor should receive an email from Student Services with the Student's personal details and a code to access the final exam. It is the student's sole responsibility to verify that their proctor received such an email.

12. If the proctor did not receive such an email at least three (3) days prior to the commencement of the final exam period, the student must contact the Office of Student Services immediately and report that his/her Proctor failed to receive the email.

13. Students must present to the proctor and be identified by a government-issued ID ("Official ID"), which must include the following personal details:

> 13.1. Student's first and last name.
> 13.2. Student's date of birth.
> 13.3. Student's current photo.

14. The proctor will compare the student's personal details, as presented in the Official ID, with the personal details that he/she received from UoPeople. A student will be considered identified, and thus eligible to take the proctored exam, only if all personal details are identical.

15. It is the student's sole responsibility to make sure that his/her personal details, as appearing on the Official ID, are identical to the personal details that he/she provided UoPeople. If one, or more, of the personal details required for identification, is not identical the student will be considered as unidentified, he/she will not be allowed to take the exam, will be given a 0.00 in the course, regardless of the student's performance in the course so far.

16. In case the proctor was not able to identify the student, he/she will not enter the code and the student will not be able to take the exam. It is at the proctor's sole discretion to determine whether or not the student was identified and can be based on the following reasons:

> 16.1. A personal detail – one, or more, of the student's personal details, as presented in the Official ID, is not identical to the student's personal details that were provided by UoPeople.
> 16.2. Photo – the proctor has a reasonable reason to believe that the person standing in front of him/her is not the same person whose photo is on the Official ID.

17. If the proctor did not show for the exam, the student will not be allowed to take the exam, will be given a 0.00 in the course regardless of the student's performance in the course so far.

UoPeople highly advises all students to review the proctor FAQs on the Student Portal regarding the Proctor Process.